



83766

PATENT APPLICATION

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:  
Dezonno

Serial No.: 09/995,027

Conf. No. 9621

Filed: November 27, 2001

For: Method And System For Routing  
Transactions In An Automatic Call  
Distribution System Based On Non-Voice  
Dialog Agent Skill Set

Examiner: B. Q. Bui

Art Unit: 2642

**CERTIFICATE OF MAILING**

I hereby certify that this paper is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450, on this date.

September 28, 2004

Date

Eric D. Cohen

Reg. No. 38,110

**RECEIVED**

OCT 06 2004

Technology Center 2600

**AMENDMENT "A" AND REPLY PURSUANT TO 37 C.F.R. § 1.111**

**MAIL STOP AMENDMENT**

Commissioner for Patents

P.O. Box 1450

Alexandria, Virginia 22313-1450

**INTRODUCTION**

In reply to the Office Action mailed July 8, 2004, please amend the above-identified application as follows: